

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1474
ANSWERED ON:16.07.2004
FOOD QUALITY ON AIIA
Mahtab Shri Bhartruhari

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether complaints have been received regarding poor quality of food served by Air India and Indian Airlines during last three years;
- (b) if so, the details thereof, year-wise and airlines-wise; and
- (c) the steps taken in this regard?

Answer

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) : Yes, Sir.

(b): The number of complaints received during the last three years are indicated below:

Year	Air India	Indian Airlines
2001	67	-
2002	36	36
2003	53	26
2004	-	17 till June, 2004

(c): Exhaustive control and monitoring mechanism is in place at Airline level for effective quality control of the meals. Caterers have been advised to take corrective action in all cases and in some cases have also been penalized which included withholding of part/full payment of the consignment to the caterer.